

CERA LOGIX Graphene+ Limited Warranty

CERA LOGIX Graphene+ provides long-lasting protection for your vehicle's paintwork when correctly applied and properly maintained. This Limited Warranty outlines the protection levels available, the responsibilities of the owner, and the conditions under which claims may be made.

Warranty Tiers

3-Year Limited Warranty

- **Duration:** 3 years from purchase date.
- **Coverage:** Protection against defects in materials or workmanship that may cause early loss of gloss, hydrophobic properties, or reduced coating performance.
- **Eligibility:** Applies to properly applied products under normal passenger vehicle use.
- **Limitations:** Not valid in cases of misuse, improper application, neglect, or exposure to harsh contaminants (e.g., bird droppings, tree sap, harsh chemicals).
- **Transferability:** Not transferable.

5-Year Limited Warranty

- **Duration:** 5 years from purchase date.
- **Coverage:** Ensures the coating maintains gloss, hydrophobic action, and protective performance for up to 5 years when applied correctly by a Detail Professional(following all CERA LOGIX guidelines).
- **Eligibility:** Applies only to passenger vehicles used for personal, non-commercial purposes.
- **Limitations:** Excludes improper care, neglect, environmental damage, or surface impacts (chips, scratches).
- **Transferability:** Not transferable.

10-Year Limited Warranty (Certified PRO Installer Exclusive)

- **Duration:** 10 years from installation date.
 - **Coverage:** The most comprehensive level of protection, covering gloss retention, UV defense, hydrophobic properties, and long-term coating durability.
 - **Eligibility:** Only available for applications performed by a DETAIL LOGIX Certified PRO Installer.
 - **Transferability:** Transferable once within the 10-year term to a new vehicle owner, provided the new owner registers the vehicle within 60 days of ownership transfer.
 - **Limitations:** Warranty void if not applied by a Certified PRO Installer, or if the product is neglected, improperly maintained, or subjected to harsh conditions or abuse.
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General Conditions of Coverage

To maintain eligibility under any warranty tier, the following conditions must be met:

1. **Registration**
 - Warranty must be registered within **30 days of application or installation.**

- For the 10-Year Warranty, registration with DETAIL LOGIX by the customer is required at the time of installation. Certified Pro installer to provide warranty card.
 - Registration requires accurate information; proof of purchase/installation and a confirmation number must be retained.
2. **Eligible Vehicles**
- Coverage applies only to passenger vehicles used for non-commercial, legal road use.
 - Commercial-use vehicles of any kind are excluded.
 - Warranty is valid only within the **United States** (for other regions, contact your local distributor).
3. **Vehicle Preparation**
- Vehicles older than 3 months must be machine polished by an approved installer before application.
 - Newer vehicles may also require machine polishing if deemed necessary by the installer.
4. **Maintenance Requirements**
- Wash the vehicle regularly (bi-weekly recommended) according to CERA LOGIX's care guidelines.
 - After washing, do not allow water to air-dry—especially during the first 2 weeks after application.
 - Use microfiber towels to dry surfaces and prevent water spotting.
 - If exposed to mineral-heavy water (tap water, sprinklers, car washes), dry immediately; any water marks should be treated with vinegar promptly.
 - Only **touchless washes** or proper hand washing are permitted. Car washes with brushes are strictly prohibited.
5. **Accident Repairs**
- If the vehicle requires paintwork repair (e.g., accident damage), the affected area must be retreated with CERA LOGIX Graphene+ by an approved installer within **30 days**, at the owner's expense.
6. **Transferability**
- The 3-Year and 5-Year warranties are not transferable.
 - The 10-Year warranty may be transferred once to a new owner if registered within 60 days of title transfer.
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Annual Inspections

- **Requirement:** Annual inspections are mandatory for the 5-Year and 10-Year warranties.
 - **Timing:** Must be completed within 30 days before or after the anniversary date of installation/service.
 - **Service:** Includes exterior wash, decontamination, reapplication of topcoat(if needed), and inspection.
 - **Cost:** Service fee set by the approved installer.
 - **Documentation:** Inspections must be logged with DETAIL LOGIX (via www.detaillogix.com) within 30 days.
 - **Consequence:** Failure to complete inspections within the required timeframe will void the warranty.
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Exclusions (Not Covered by Warranty)

The following are **not covered** under any warranty tier:

1. Damage caused by neglect, improper care, or failure to follow maintenance guidelines.

2. Pre-existing paint damage, manufacturer defects, or poor workmanship by non-certified parties.
 3. Improper washing methods, abrasive cleaning tools, or automatic car washes with brushes.
 4. Normal wear issues including swirl marks, scratches, scuffs, scrapes, or stone chips.
 5. Water spots caused by mineral deposits left to dry on the surface.
 6. Manufacturer paint failures (e.g., peeling, hazing, fading) that fall under factory warranty.
 7. Damage caused by accidents, vandalism, fire, hail, flood, rust, overspray, or other external impacts.
 8. Surfaces not retreated after paint repair.
 9. Any loss of use, inconvenience, or downtime while the vehicle is serviced.
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Claims and Limitations of Liability

1. **Reporting:** Any suspected warranty-related damage must be reported to an approved installer within **30 days**.
 2. **Inspection:** DETAIL LOGIX reserves the right to inspect the vehicle or require evaluation by an approved installer.
 3. **Remedy:** If the claim is valid, DETAIL LOGIX may:
 - Authorize repair/retreatment by an approved installer, or
 - Refund application costs up to a maximum of **\$1,000**, whichever is less. A refund ends warranty coverage.
 4. **Discretion:** Claim approval is at the sole discretion of DETAIL LOGIX.
 5. **Legal Jurisdiction:** All disputes are governed by the laws of the State of Idaho, USA. Both parties agree to submit to that jurisdiction.
 6. **Reminders:** Courtesy inspection reminders may be sent via email but are not guaranteed. Missing an inspection due to lack of reminder is not grounds for claim approval.
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Definitions

- **Approved Installer / Applicator** – A business or company authorized by DETAIL LOGIX to apply CERA LOGIX products.
- **Certified PRO Installer** – A specially authorized installer eligible to provide the 10-Year Limited Warranty.